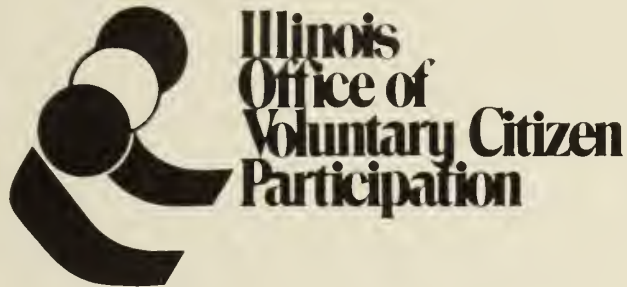


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1979/80

OFFICE OF THE GOVERNOR



First Annual Report  
October, 1979 - September, 1980

James R. Thompson, Governor  
State of Illinois



Nancy C. Silvers, Director  
Illinois Office of Voluntary Citizen Participation  
Lincoln Tower Plaza • Suite 425  
524 South 2nd Street • Springfield, Illinois 62706

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The Governor's Office of Voluntary Citizen Participation is grateful to all who were involved in the planning for and establishment of this office.

Special thanks to:

- ACTION, the federal volunteer agency that has made this office and publication possible.
- Staff, Office of the Governor, who have been patient, instructive and supportive.



Advisory Council

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Robert Stuart - Co-chairman

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Fred Niles	William Tudor

Office Staff

Nancy C. Silvers - Director  
Charles Woodward - Community Organizer  
Gale L. Steinhour - Public Information Officer  
Gale Brison - Secretary



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## Establishment of the Governor's Office of Voluntary Citizen Participation

The establishment of the Governor's Office of Voluntary Citizen Participation has been made possible in response to concerns expressed by the volunteer sector in Illinois. Initial funding has been provided by a five-year grant from ACTION (the federal volunteer agency) and matched by funds from the State of Illinois. A planning grant from the Joyce Foundation was also made available.

Several years ago, under Governor Olgilvie, Representative Josephine K. Oblinger headed a similar office of volunteer services. The reinstitution of this office proves the need for a state focal point for volunteer resources and advocacy.

The Governor's Office of Voluntary Citizen Participation has been established to work cooperatively with other organizations in providing services to meet the needs of volunteers and volunteer programs in Illinois, to serve as a statewide advocate on issues and concerns.

## Purpose of the Governor's Office of Voluntary Citizen Participation

The broad purpose of the Governor's Office of Voluntary Citizen Participation is to:

- promote the value and need for voluntary service with government and non-government agencies.

- call attention to volunteer programs statewide in both public and private sectors.

- establish linkages between agencies developing volunteer programs.

- coordinate and offer supportive services to public and private agencies.

The Governor's Office of Voluntary Citizen Participation is one of 26 state offices which were established to promote both private and public volunteerism.

## Governor's Office of Voluntary Citizen Participation Goals: Fiscal Year 1979-1980

### Program Goals

To organize nine area resource groups throughout the

state for feedback to the Governor's Office of Voluntary Citizen Participation concerning volunteer needs and available resources.

To develop, implement and maintain a system to disseminate information statewide and promote the visibility of the Governor's Office of Voluntary Citizen Participation, its functions, goals and objectives.

To develop and publish an Annual Report reflecting current Governor's Office of Voluntary Citizen Participation operations and achievements and proposed recommendations and volunteer trends in Illinois.

To develop a statewide recognition program to recognize and honor volunteers in Illinois.

To assist governmental agencies and not-for-profit organizations on the state and local levels to identify human service priority programs for possible volunteer initiatives.

To encourage communication and association with national, civic and volunteer organizations.

#### Progress Summary: Fiscal Year 1979-1980 Goals

##### Measurable Objectives

Key measurable objectives related to the aforementioned goals:

1. - Selection/hiring of two consultants to organize and work with 9 groups.
  - Approximately 15 meetings held between 9 groups to identify needs and area resources.
  - All 9 groups represented at September 24 Volunteer Leaders Concern Meeting.
  - Consultant exit summaries included detailed outline reflecting area concerns, needs and resources.
2. - 10 press releases released
  - 1 brochure printed
  - 2 information packets printed

- 2 bulletins mailed
  - 20 speaking engagements
  - 23 workshops
3. - Have begun to collect all necessary information needed. Deadline: December 30, 1980.
  4. - September 24, 1980 Volunteer Leaders Concerns Meeting (approximately 200 in attendance).
  5. - Appointed 24 member Advisory Council.
    - Have identified 18 volunteer liaisons for human services departments and commissions and have attended subsequent meetings.
    - Have had one statewide meeting of all 13 Voluntary Action Center Directors.
    - Golden Age Day - State Fair - Department on Aging, August 15th.
    - Investigation of volunteer insurance.
    - Monitored federal legislation.
    - Attended planning meeting of Governor's Planning Commission on Developmental Disabilities.
    - Frequently attend Mental Health and Developmental Disabilities statewide Commission of Volunteer Service Coordinators meeting.
  6. - National training committee--ACTION--for State OVCP Directors.

#### Basic Program Action Steps

1. Developing mailing list/networking.
2. Public Relations.
3. Communication with the volunteer community.
4. Developing a resource bank.
5. Presenting workshops.
6. Pilot projects.
7. Conferences

## Program Highlights

### Golden Age Day \*\*\*\*\*

In keeping with the goal to assist governmental agencies with special initiative programs, the Governor's Office of Voluntary Citizen Participation assisted the Illinois Department on Aging in implementing Golden Age Day at the Illinois State Fair.

For several years, the Department on Aging, in cooperation with the Illinois State Fair has promoted and programmed one day at the Fair dedicated to and set aside for senior citizens. Programs, entertainment, informational booths, arts and crafts and the Governor's attendance have assisted in making this day a memorable and informative one for Illinois seniors.

The Director of the Illinois Department on Aging requested emergency assistance from GOVCP. The Department could provide the budget necessary to fund Golden Age Day but not the available manpower to implement planning and programming. A task force consisting of GOVCP staff, DOA staff, the Lt. Governor's Office, 18 Retired Senior Volunteer Program Directors and State Fair staff was organized in late May to begin planning for the August 15th deadline.

On Friday, August 15, approximately 6,000 senior citizens attended Golden Age Day which was manned and supervised by over 100 volunteer workers. Volunteers were responsible for the following activities: general information, direction, medical safety, talent coordination, the awards ceremony, official greeters, refreshments, loading and unloading buses, vans and cars.

The task force held an evaluation meeting September 12 and made recommendations for the 1981 Golden Age Day. The Illinois Department on Aging has requested continued assistance for and input into Golden Age Day from the Governor's OVCP.

### Human Service Liaisons \*\*\*\*\*

Illinois state departments, agencies and commissions have been divided into four sub-cabinets: Human Service, Community and Economic Development, Natural Resources and Management. These sub-cabinets meet on a regular basis with the Governor's staff to discuss program emphasis and concerns that affect their various departments, agencies and commissions.

The Governor's OVCP has as a goal the promotion of increased voluntary citizen participation. The directors of each



department, agency and commission within the Human Service Sub-cabinet (and other interested state human service agencies) were contacted and requested to show their interest in the Governor's OVCP by identifying a staff member to act as volunteer liaison from their department to the GOVCP. Eighteen human service liaisons have been identified and will be meeting bi-monthly to share information, concerns and problems related to volunteerism. The liaisons have been discussing three priority issues that they feel will assist in the development of a coordinated plan for strengthening volunteer programs in state agencies:

- upgrading and standardization of the Volunteer Service Coordinator job classification.
- insurance coverage for volunteers in state agencies.
- development of a model statement for code agencies to enable implementation of volunteer programs.

During FY 80-81, each of the remaining three sub-cabinets will be apprised of GOVCP operations and encouraged to utilize GOVCP through either the formal appointment of volunteer liaisons or through information sharing from newsletters, bulletins and as-needed meetings (See Appendice A).

#### Area Resource Groups

\*\*\*\*\*

In order to serve a wide segment of the state, nine area resource groups were organized in East St. Louis, Chicago, Springfield, Rockford, Quincy, Peoria, Carbondale, Bloomington and Champaign to assist the Governor's OVCP in identifying and coordinating needs and priorities throughout the state. Two consultants were hired to organize and coordinate each area resource group in their assigned region to assist them in targeting needs, organizing area resources and providing a regional resource listing and networking process. The area resource groups were to centralize community input, provide visibility for GOVCP, identify volunteer resources and bring together non-profit volunteer agencies for coordination of needs and priorities.

Logistically, the two consultants were responsible for the following regions: (See Appendices B, C, D, E, and F)

#### Northern Region

Chicago  
Rockford  
Peoria  
Bloomington

#### Southern Region

Carbondale  
East St. Louis  
Quincy  
Springfield  
Champaign

September 24th Volunteer Leaders' Meeting  
\*\*\*\*\*

On September 24, 1989, the Governor's OVCP hosted a state-wide volunteer leaders' meeting at the Springfield (Illinois) Hilton. Meeting in sessions on funding, training and technical assistance, legislation, energy conservation, human services and refugee resettlement, conference participants shared their concerns and developed a needs assessment for each of the areas. These summaries have been reprinted in booklet form and are being utilized by staff and the advisory council in assessing future directions for program goals and objectives. (See Appendix G)

There were approximately 200 people who participated in the caucus sessions. The day was highlighted by special remarks from Governor James R. Thompson and a keynote address by Representative Josephine K. Oblinger. Mercedese Miller, federal ACTION, also addressed the audience, along with Paul R. Gibson, state ACTION, Christopher Atchison, Lt. Governor's Office and Charles Proudfoot, who gave the invocation. Comments concerning the meeting were favorable and encouraged a future such meeting or conference of longer duration.

Goals for Fiscal Year 1980-1981

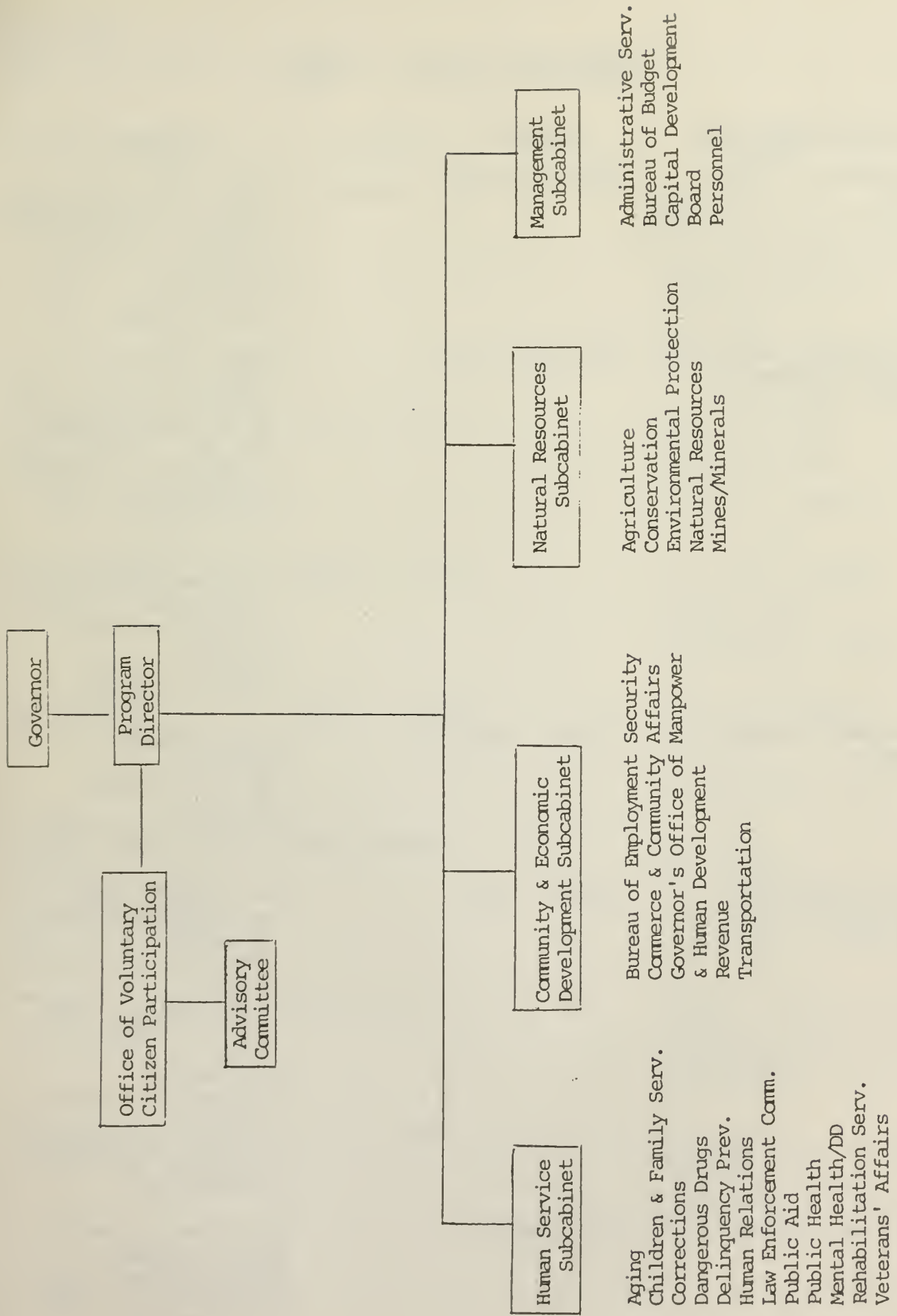
Goal #1: To develop and promote a recognition and information program to inform the public of the contributions and accomplishments made by volunteers and of the availability of volunteer opportunities.

Goal #2: To develop and maintain an intra-state and interstate system to collect and disseminate information on volunteerism.

Goal #3: To assist state governmental agencies and non-profit organizations at the state and local levels to expand voluntary citizen participation in thier programming efforts.

Goal #4: To provide a clearinghouse of technical assistance and training resources to be made available to all organized volunteer programs: state, local and private, by September 30, 1981.

Goal #5: To attempt to secure legislative funding to transfer I/OVCP funding responsibility from ACTION to state government.



HUMAN SERVICE AGENCIES' LIAISONS

<u>Department/Commission</u>	<u>Director</u>	<u>Liaison</u>
Department of Public Aid	Jeffrey C. Miller	James Stumpf Coordinator of Interagency Programs 316 South 2nd Street 2nd Floor Springfield, IL 62762 (217) 783-1239
Department of Mental Health and Developmental Disabilities	Ivan Pavkovic, M.D.	Robert Lanier Special Assistant to the Director Wm. G. Stratton Bldg. Room 401 401 South Spring Street Springfield, IL 62706 (217) 782-7398  Lucille Prane Volunteer Services Coordinator 160 North LaSalle Room 1500 Chicago, IL 60601 (312) 793-2736
Department of Public Health	William L. Kempiners	Dorothy Friedman EEO Officer 535 West Jefferson 4th Floor Springfield, IL 62702 (217) 785-2035
Department of Children and Family Services	Gregory L. Coler	Don Schlosser, Chief Communications/Community Relations 1 North Old State Capitol Plaza Springfield, IL 62701 (217) 785-1700  Andy Spelios Coordinator of Volunteer Services 1500 East Empire Bloomington, IL 61701 (309) 662-9451
Department on Aging	Peg R. Blaser	Dick Klage, Supervisor Special Programs 421 East Capitol Avenue Springfield, IL 62706 (217) 785-3356



# HUMAN SERVICE AGENCIES' LIAISONS

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<u>Department/Commission</u>	<u>Director</u>	<u>Liaison</u>
State Guardianship and Advocacy Commission	Sandra Nye	Myrna Mazur Administrative Assistant Office of the State Guardian State Guardianship and Advocacy Commission 123 West Madison Suite 1700 Chicago, IL 60602 (312) 793-5900
Commission on Delinquency Prevention	Joanne Mitchell	Barbara Abrajano Associate Director 185 North Wabash Room 1515 Chicago, IL 60601 (312) 793-3255
Department of Rehabilitation Services	James S. Jeffers	Carol Gortat, Manager Consumer Affairs 623 East Adams Springfield, IL 62705 (217) 782-5286
Department of Veterans' Affairs	David V. Hardwick	Judy Moore, Manager Administrative Services Division 208 West Cook Springfield, IL 62706
Commission on Children (Not able to attend mtgs. due to small staff. On list for mail-outs only)	Donna Simonson	Helen Pelc Office Manager 3 West Old State Capitol Plaza, Room 206 Springfield, IL 62701 (217) 782-7833
Governor's Planning on Developmental Disabilities	Ray Ramirez	Timothy A. Andriano, Ph.D. Planning Specialist 222 South College, 1st Floor Springfield, IL 62706 (217) 782-9696
Department of Law Enforcement	James B. Zage1	Alex Ferguson Assistant to the Director 103 Armory Building Springfield, IL 62706 (217) 782-2357

HUMAN SERVICE AGENCIES' LIAISONS

Page 3

<u>Department/Commission</u>	<u>Director</u>	<u>Liaison</u>
Department of Corrections	Gayle M. Franzen	Muriel Runyen Chief of Volunteer Services 1301 Concordia Court Springfield, IL 62702 (217) 522-2666
Department of Human Rights	Joyce Tucker	Jacqueline McKissack Director of Communications 179 West Washington Room 610A Chicago, IL 60602 (312) 793-6218
Office of Interagency Cooperation	Alfred Moran	Rand von Liski Downstate Coordinator 201 West Monroe Springfield, IL 62706 (217) 782-0244

EVALUATION:

In view of the overall dimensions of this organizational project, I feel that we have been generally successful in meeting the objective requirements. There are a number of positive elements which should be enumerated.

1. Despite a very restrictive time schedule, initial organizational outreach efforts were accomplished in 10 metropolitan areas.
2. Representatives of regional volunteer organizations were brought together to learn about the new I/OVCP program, share information and participate in development of a needs assessment of the volunteer and human service concerns in their areas. This information and itemizing of concerns has been communicated to I/OVCP. Also, representatives of each group were in attendance at the state-wide meeting, where they were able to contribute to a state-wide needs assessment.
3. Regional groups have provided volunteer/human service directories for I/OVCP utilization in resources and networking functions.

The initial project also had shortcomings:

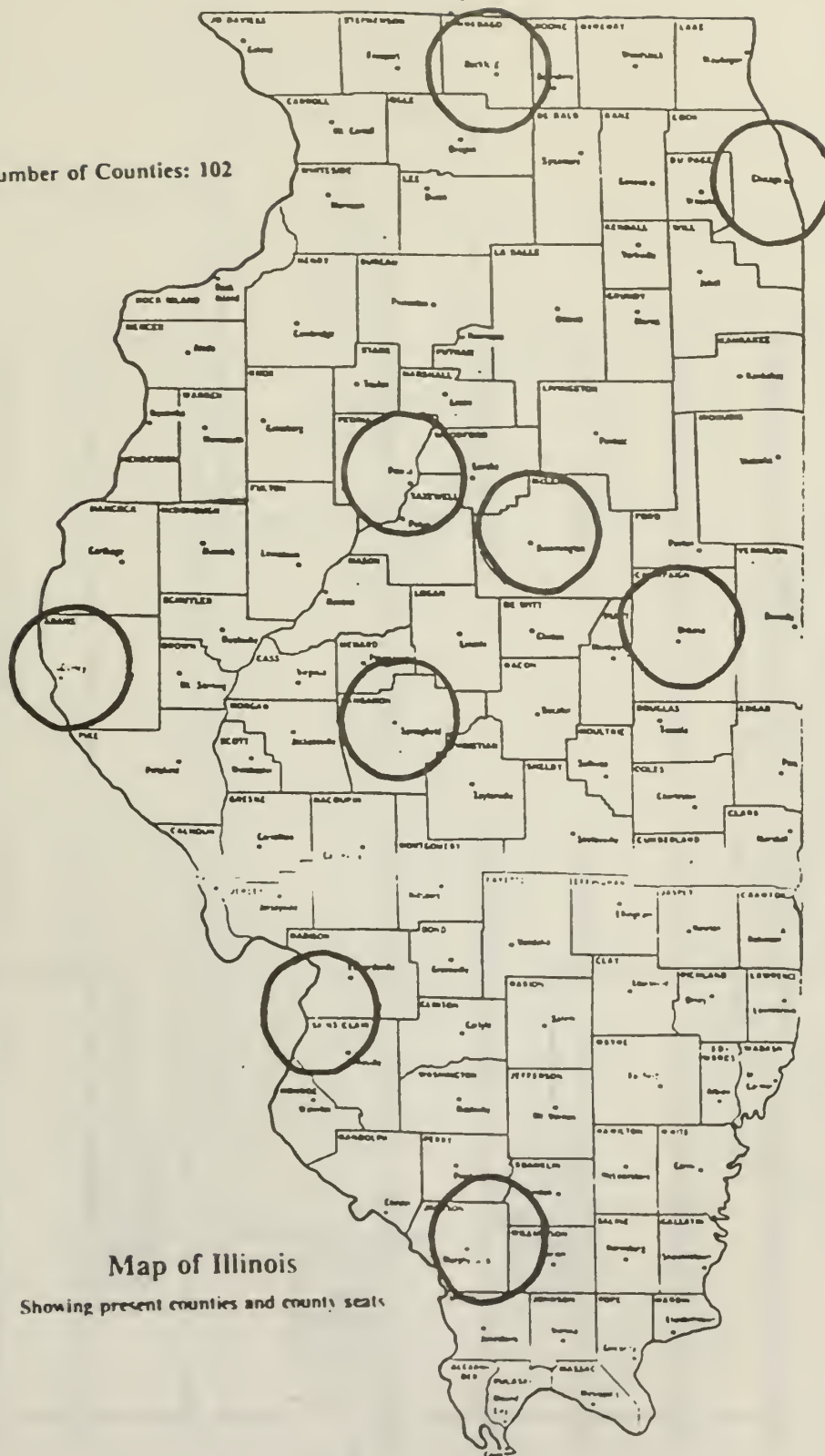
1. Again, the time limitation did not allow the consultants to establish strong, functioning groups in some areas. A number of regions had a strong centralized volunteer organization in existence prior to OVCP outreach efforts, and this facilitated the organizational process. However, in areas with no central volunteer organization, the process worked more slowly. Although, generally, there was enthusiasm for the concept of a state volunteer agency, there were indeed pockets of resistance to any kind of governmental involvement. The time limitations did not allow the consultants to establish a strong response with the volunteer community in these areas, and this led to a kind of "wait and see" attitude. It should be noted, however, that the state-wide meeting helped to alleviate some of these fears.
2. Secondly, the identification of only nine regional areas for the initial networking process was not the optimum method for establishing a truly state-wide network. By identifying only nine cities, volunteer organizations in other cities were excluded, and this caused some regrettable ill feelings. Also, this identification left large geographic areas of the state not represented at all (see attachment 4).

## EVALUATION (cont.)

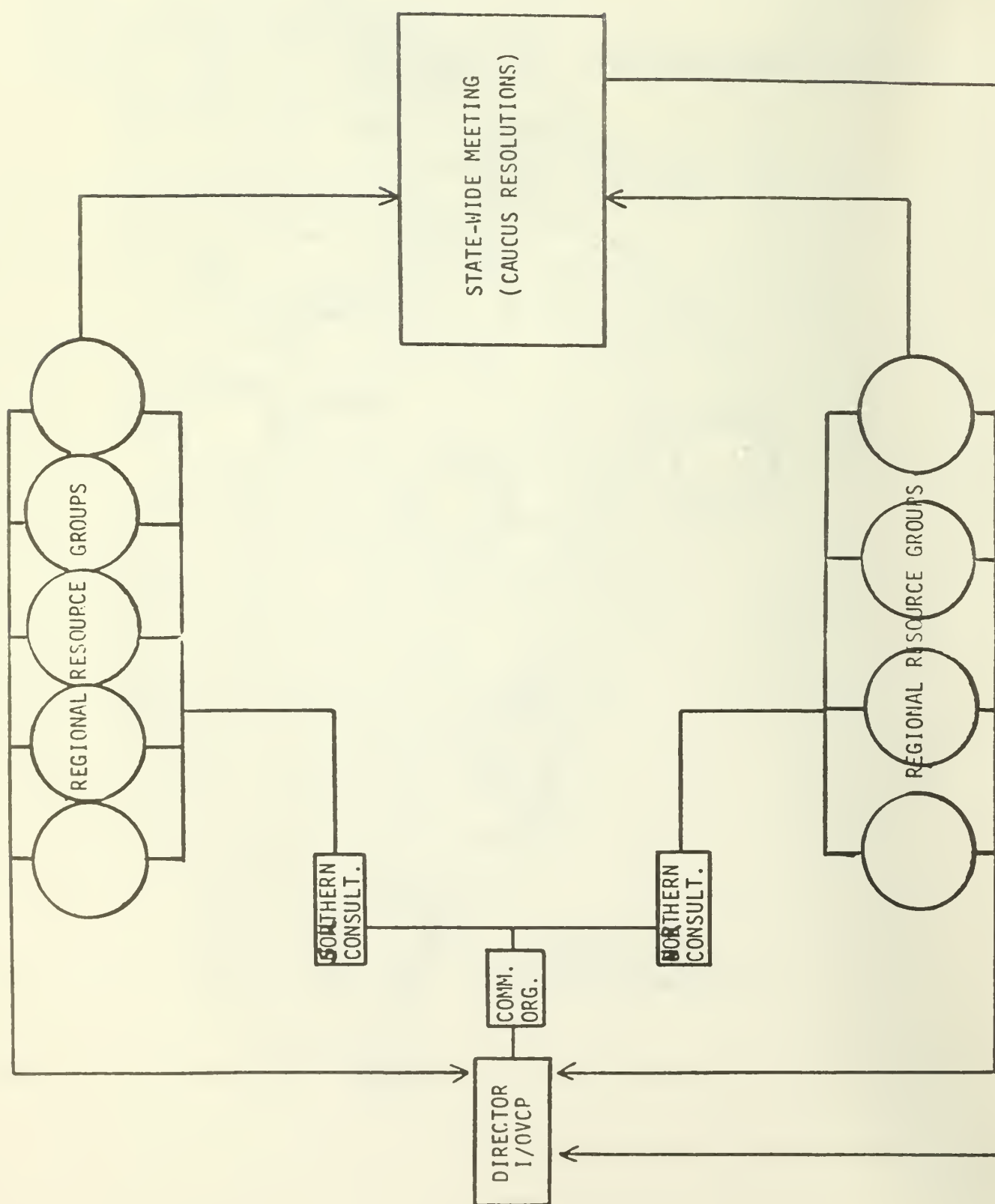
In conclusion, the initial networking project, despite its shortcomings, has built a foundation upon which we can now expand. The Revised Action Plan addresses the utilization of existing networks and expansion to surrounding counties within designated regional boundaries. This process can provide several benefits:

1. Truly a state-wide network.
2. Definite organizational structure and method of communication.
3. More manageable process.
4. Provides for continuing grass-roots input into OVCP programs.

Number of Counties: 102



Map of Illinois  
Showing present counties and county seats



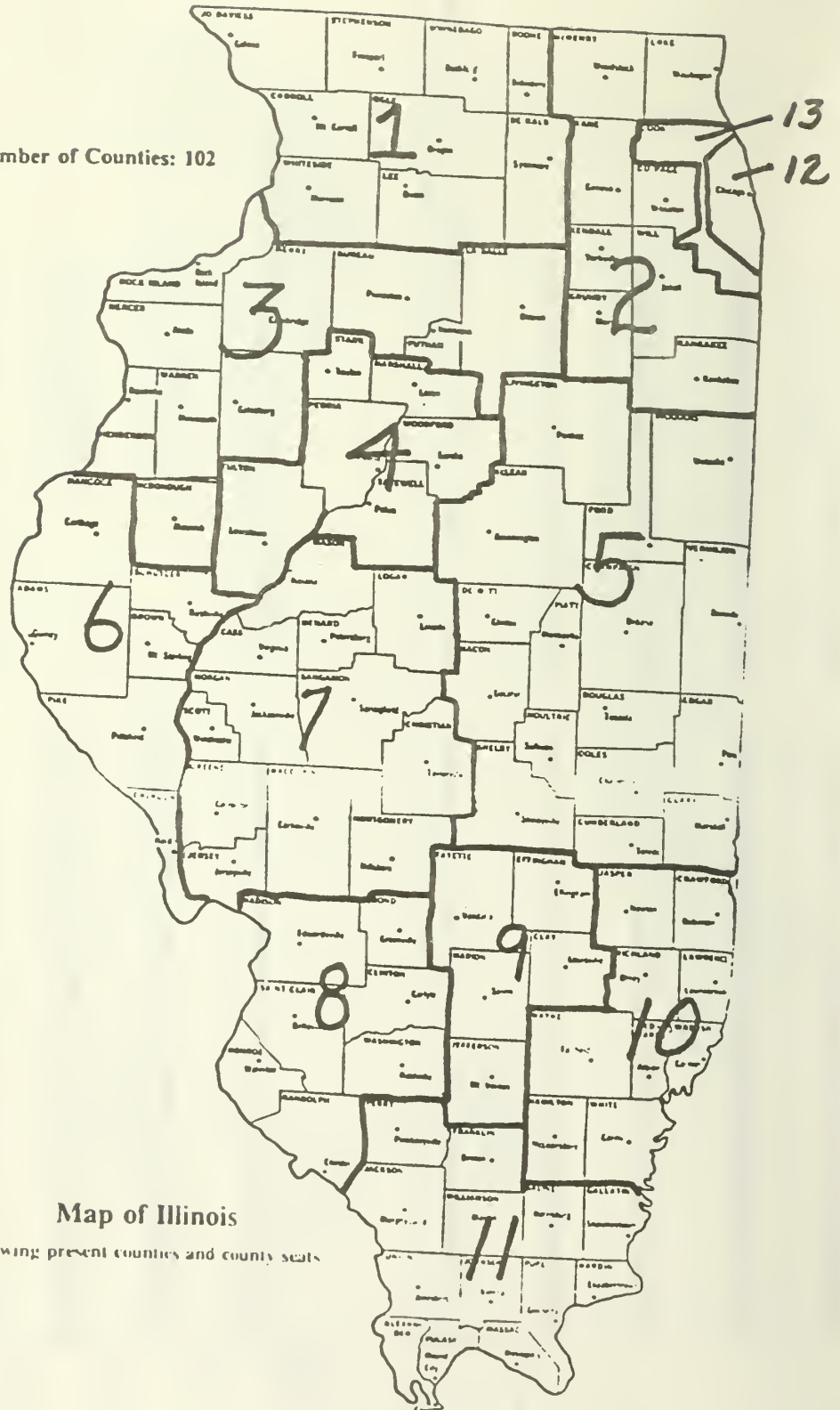


Northern Tier - Fowler	Organizational Mtgs.	Mtgs. Ongoing	St.-wd. Mtg. Ident. Reg. Priorities	Ident. Further Resources	Regional Resource Directory	Submittal of Bills-Exit Summaries
Chicago					(pending)	
Rockford						
Peoria						
Bloomington						
Status Reports						

## Southern Tier - Lacey

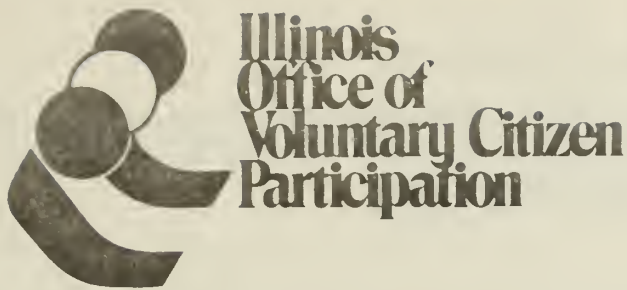
Carbondale					(pending)	
E. St. Louis						
Springfield					(pending)	
Quincy						
Champaign						
Status Reports						
	7-21-80	9-30-80	9-24-80	9-30-80	10-31-80	10-31-80

Number of Counties: 102



Map of Illinois  
Showing present counties and county seats





James R. Thompson Governor

The following summaries outline the concerns expressed by Illinois' volunteer leadership at the Illinois Office of Voluntary Citizen Participation's state-wide meeting on September 24, 1980 in Springfield. Meeting in caucus sessions on funding, training and technical assistance, legislation, energy conservation, human services, and refugee resettlement, conference participants shared their concerns and developed a needs assessment for each area. These summaries are reprinted as they were received from the caucus session facilitators.

The need for training and technical assistance was the overall top priority, followed by: clearinghouse, networking, legislation, and funding. Of approximate equal priority were: recognition, advocacy, increased corporate involvement, recruitment, research, special programming, and accountability.

The categories were further itemized to show descending priorities:

#### Training & Technical Assistance

- a) management training
- b) training of volunteers
- c) program development
- d) workshops
- e) general human services technical assistance

#### Clearinghouse

- a) information & referral services
- b) publication of organizational resources
- c) publications
- d) training materials
- e) speakers

#### Networking

- a) linkage within the volunteer sector
- b) bridging urban/rural dichotomies
- c) local governments
- d) sponsors/volunteers

#### Legislation

- a) employment policies
- b) liability
- c) mileage
- d) tax credits
- e) energy

#### Funding

- a) availability of sources
- b) application techniques/effective proposal writing
- c) centralization of services
- d) solicitation of businesses as funding sources

This information now will be utilized by I/OVCP staff and advisory council in assessing future directions and for possible implementation in our programmatic goals. It is our belief that this participatory process will enable I/OVCP to address the needs and priorities of Illinois' volunteer community more effectively and enhance our partnership in that endeavor.

We thank all who participated for making the day a success, and for helping to direct I/OVCP toward fulfilling its potential.

Resolution of the Energy Caucus

Illinois Office of Voluntary Citizen Participation Meeting, Springfield

September 24, 1980

Whereas,

There is a major need for voluntary citizen's organizations to assist their constituents in taking advantage of state energy assistance programs; and

Whereas,

There is a coincidental need for voluntary citizen's organizations to educate their constituents and all others about the importance of energy conservation; and

Whereas,

There is an obvious need for greater coordination of energy assistance programs at the federal, state, and local levels.

Now therefore be it resolved, that the volunteer concern meeting recommends the formation of a Task Force on Energy under the auspices of the Illinois Office of Voluntary Citizen Participation. That this Task Force be appointed by the Director of the Illinois Office of Voluntary Citizen Participation and should consist of representatives from:

Voluntary service organizations  
Utility companies  
The Illinois Institute of Natural Resources  
The Illinois Department of Commerce & Community Affairs  
Community energy groups  
Local government officials

That this Task Force specifically examine issues related to:

- improving dissemination of information on state and federal energy programs to voluntary service organizations.
- attempting to develop new and more efficient mechanisms for disseminating information on energy programs to citizens at all levels.
- re-examining the delivery systems and time constraints required to implement energy assistance programs.

After examination of these and other energy related issues, the Task Force shall report its recommendations for legislative and/or administrative measures it feels will improve energy education and assistance to the Director of the Illinois Office of Voluntary Citizen Participation.

Notes From the Energy Caucus  
Illinois Office of Voluntary Citizen Participation Meeting  
Springfield  
September 24, 1980

Recycling and weatherization for low income residence..

Energy Conservation -- "Hands on Training."

Outreach to explain energy programs which are available to I/OVCP constituency.

Short-term action committee.

Needs Assessment - transportation and home conservation.

Energy conservation will remain a low priority until volunteers and constituents are educated about energy.

Small towns do not receive information as well as residents in large urban areas. Information must be disseminated in a better and more rapid fashion.

Perhaps units of local government shall be utilized to help inform the public.

Utilization of local resources to assist in energy conservation.

Must approach it from the viewpoint that volunteers are maintaining self-efficiency.

- Promotion of conservation by visible entities.

- Utilize more coal.

- Convert waste to energy.

- Education about and capitalization of energy conservation measures.

- Coordination between federal, state, and local people to distribute information and resources of the weatherization.

- Training and education.

- Services of funds for conservation and solarization.

- Utilization of extraordinary methods to communicate energy related information to constituents.

- Stimulation of better coordination of support to I/OVCP groups/President's Clearinghouse of Information.

- Greater information sharing required -- state needs to play a bigger role in coordinating energy programs.

- Delivery Systems -- distribution of funding through an archaic system has caused the State of Illinois -- CAP agencies cannot pay high enough salaries to keep trained people on board.

- Utilize some program money to improve delivery systems, etc.
- VSO's must participate in the legislative process to a greater extent.
- Utility companies and Volunteer Assistance Organizations should work together.
- Utility companies need to designate a community service person to work with consumers.

#### Formation of Task Force through I/OVCP

VSO's, Utilities, INR, DCCA, and local government officials, community energy groups.

Improving dissemination of information regarding state and federal energy related programs to Voluntary Service Organizations.

Re-examination of the delivery systems and time constraints required to implement energy assistance programs.

Attempt to develop new and more efficient mechanisms for disseminating information on energy programs to citizens at all local levels.

After examining these issues and other energy related issues, the Task Force shall report to the Governor such legislative and administrative measures they recommend to improve the delivery of services and information to Illinois citizens.

OUTLINE ASSESSMENT  
TRAINING AND TECHNICAL ASSISTANCE  
9-24-80 MEETING

- A. Community Awareness (Development and Education)  
"Make it broader, make it better, make it pay off"

Recruiting

- Community Relations
- Community Education
- Linkages - individuals to groups
- Stressing importance of volunteers
- Assist and develop corporate volunteer programs
- Salesmanship
- Identifying community resources
- Public Relations
- Media management

- B. Volunteer Management

I. Staff and Volunteer Relations

1. Retention of volunteer
2. Role definition - job description
3. Accountability/"pecking order"
4. Role of volunteer in organizational chart

II. Training

1. Identifying needs
  - a) motivation of volunteers
  - b) recognition of volunteer
    - self recognition
    - group recognition
2. Board training
3. Making meetings work
4. Accurate record keeping for volunteer credibility
5. Staff awareness of developing corporate volunteer placements



C. Resource - Clearinghouse

1. Speakers bureau
2. Central Library
  - Films
  - Publications
3. Training materials
4. Information and referral system
5. Specialized trainers

D. Training Conferences

1. Training for trainers
2. 'Big Name' training event
3. Recruiting and retention of volunteers
4. Identifying gaps and resources
5. Assist and develop corporate programs
6. Fiscal management
7. Board training
8. Public relations training

E. Program Development

1. Identification of program goals
2. Data collection and evaluation
3. Volunteer job descriptions
4. Staff responsibility and volunteers
5. Training programs for volunteers

ILLINOIS OFFICE OF VOLUNTARY CITIZEN PARTICIPATION  
VOLUNTEER CONCERNS MEETING - SEPTEMBER 24, 1980  
GROUP A  
HUMAN SERVICE PROGRAMS CONCERN CAUCUS SESSION - PRIORITIZED NEEDS

1. Networking of volunteer agencies to better implement existing programs for mutual goals. Involve corporate/government/volunteer area.
2. Legislation quality follow-up on effectiveness, accountability, boundaries of volunteers' confidentiality conflicts.
3. Training and recognition of volunteers -- continuing education, confidence building and self esteem.
  - a) Training of program administrators -- in management, role definition, cost-benefit.
4. Recruitment of potential volunteers, corporate involvement/ release time, volunteer experience, education of public.
5. Additional areas of work and concern.

Remarks:

Crime Prevention

- Handicapped
- Elderly

Handicapped Persons

- Mainstreaming

Child Abuse

- Support for parents (open and closed cases)
- Effectiveness of programs

Senior Citizens

- Nursing home legislation
- Drug abuse

Research information-innovative roles in Human Services.

6. Consultation and technical assistance; equalization of rural and suburban.

ILLINOIS OFFICE OF VOLUNTARY CITIZEN PARTICIPATION  
VOLUNTEER CONCERNS MEETING - SEPTEMBER 24, 1980  
GROUP B - HUMAN SERVICES  
DON SCHLOSSER, FACILITATOR

1. Resolved that the Illinois Office of Voluntary Citizen Participation conduct a comprehensive state-wide community education effort designed to promote volunteerism, to expand our concepts of volunteer services-- i.e., where and how the volunteer can be used to promote model volunteer efforts. Recruitment and better understanding of the changing roles of volunteers will be natural by-products.
2. Resolved that the Illinois Office of Voluntary Citizen Participation serve as a clearinghouse in the areas of volunteer referral, volunteer recruitment and program development, resource sharing, advocacy, management of volunteers, funding and recognition of excellence in individual volunteer programs.
3. Resolved that the Illinois Office of Voluntary Citizen Participation utilize the talents and expertise of existing voluntary organizations to facilitate a network approach to skill development.
4. Resolved that the Illinois Office of Voluntary Citizen Participation provide technical assistance to individuals and programs on all issues related to volunteers.
5. Resolved that special needs and problems of rural communities be recognized and that resources be directed toward development of a volunteer base in rural communities.

Goals for Conference

- 1) Role of office and type of assistance.
- 2) Interests of I/OVCP and what money does it have.
- 3) Effect I/OVCP will have on Mental Health Volunteers.
- 4) To know priorities of budget and how the office will strengthen the impact of volunteers.
- 5) Help in attracting and maintaining volunteers.
- 6) Stimulate program chiefs to develop volunteer programs.
- 7) Priority and structure of agency.
- 8) Need to correlate names and contacts.
- 9) How to attract volunteers and keep.
- 10) Interested in developing rural volunteer base and interested in their problems, i.e., better transportation.



11) Use resources of community.

Identify Five (5) Issues:

\* Needs I/OVCP Can Fill

1. Advocacy Role

- a) Budget allocation
- b) Recruitment
- c) Communication network
- d) Centralized training

Volunteer coordinators are underpaid.

Most agencies do not reimburse volunteers for mileage, problems with "Meals on Wheels". Input from I/OVCP and Governor's Office.

\* I/OVCP focus on programs that represent "excellence". People could look to them for models. Use of media -- recognize efforts.

\* I/OVCP promote a broadened concept of volunteer and their roles -- do not limit roles.

How

(1) Get into field

(2) Develop understanding

(3) Share through newsletter

\* Recognize volunteerism as entry into paid employment for many women. Have good record keeping for resume use.

\* Recognize and advocate special needs of volunteer groups. May have inconsistency with regular programs in special situations.

\* Need for more training -- can be offered through junior colleges ---cannot be done by coordinator alone. Volunteers should be same as staff. Funds are needed.

Voluntary Agencies:

I/OVCP Role

Advocacy Role

Promotion of Training

Recognition of Outstanding service status

- 1) Change focus of award

Clearinghouse to recognize:

- 1) Superb training program
- 2) Superb recruitment

Recruitment:

- 1) How do you recruit volunteers
- 2) Start recruiting very young -- high schools
- 3) Corporate volunteerism
- 4) Task oriented volunteer v.s. traditional volunteer
- 5) Home bound volunteer

\*I/OVCP role of resource - network of sharing volunteers' clearinghouse.

Make colleges aware of volunteer programs; could work with Superintendent of Education.

I/OVCP could work for "Work Release Program". Creative use of flex-time has been implemented for people in corporate world (Example: United Way).

### Liability

Concern of some agencies.

### Volunteer Action Center

Individuals can get coverage for nominal amount.

Role; negotiate circumstances not covered.

\* I/OVCP

Promote rights of volunteer ("Bill of Rights", i.e. right to insurance, right to training, etc.).

### Major Issues

\* Resolve that I/OVCP conduct a state-wide (public) community education effort designed to:

- (1) Promote volunteerism
- (2) Expand concept of volunteers, i.e. where and how can volunteers be utilized.
- (3) Promote model efforts.

\* Resolve I/OVCP serve as clearinghouse in:

- (1) Volunteer referral
- (2) Program development
- (3) Resource sharing (include public directory)
- (4) Recruitment
- (5) Funding
- (6) Excellence

\* Resolve I/OVCP provide technical assistance to individuals and programs existing in all issues related to volunteers.

\* Resolve I/OVCP utilize resources of existing volunteer resources to facilitate a network approach to skill development.

\* Resolve I/OVCP recognize special needs and problems of rural communities, and resources be directed toward developing a volunteer base in rural communities.

ILLINOIS OFFICE OF VOLUNTARY CITIZEN PARTICIPATION  
VOLUNTEER CONCERNS MEETING - SEPTEMBER 24, 1980  
GROUP C - HUMAN SERVICES

1. Research into  
    Innovative Roles in Human Services
2. Training
  - A. Program Administrators and Volunteer Coordinators
    - Volunteer program management
    - Cost-benefit
    - Attitudes, values
    - Needs identification
    - Role definition of volunteers
  - B. Volunteers  
    Provide expertise, Funds
3. Consultation and Technical Assistance  
    (Equalization - Rural, Urban)
4. State-wide Public Education and Information
5. State-wide, Clearinghouse and Registration of Programs by Region
6. Governor's Recognition and Awards
7. Legislative Liaison
  - Reimbursement
  - Insurance coverage
8. Develop Grievance Procedures for Volunteers
9. Liaison with Industry and Business in Reference to Human Services

ILLINOIS OFFICE OF VOLUNTARY CITIZEN PARTICIPATION  
Volunteer Concerns Meeting - September 24, 1980

Legislative Concern Caucus Session - Prioritized Needs

1. Mandate to I/OVCP to be an advocacy for voluntarism, not issues:

To identify pertinent issues re: voluntarism.

To serve as clearinghouse - provide newsletter, information.

To have clearly stated goals and responsibilities.

2. Issues we have identified as legislation or public policy issues on which we would like to be informed, but which we do not necessarily support:

a. Increase mileage allowance for volunteers as IRS tax deduction--now in Ways and Means Committee in Washington--should also be in state legislation.

b. Employment policies--pay scales, job resumes, grant applications--should show regard for volunteer experience.

c. Define age eligibilities for Senior Citizen volunteer programs (55-60, 65?)

d. Tax credits for volunteer service--day care? Compensation for donated time? Charitable donations?

e. Uniform filing requirements for federal forms--same fiscal years--same information requirements, etc.

f. Workmen's Compensation for volunteers -

Too costly for agency? (Need for developing a formula for volunteer coverage).

g. Need to establish definition of volunteers (though some resistance expressed to giving a governmental agency the responsibility of defining it!). Also some resistance to legislation which sets volunteers apart as a "special group." Definition would address union issues, etc., and should be mainstreamed into all legislation.

Mandate: Don't lose sight of grass roots origin of volunteerism!!!

FUNDING CONCERN CAUCUS SESSION RESOLUTIONS  
ILLINOIS OFFICE OF VOLUNTARY CITIZEN PARTICIPATION MEETING  
SEPTEMBER 24, 1980

The Illinois Office of Voluntary Citizen Participation should:

1. Provide assistance to all volunteer organizations in obtaining funds from both the public and private sectors through the following mechanisms:
  - a) Publish a funding newsletter with information concerning grants, etc.
  - b) Provide technical assistance, i.e. assistance on how to organize programs.
  - c) Serve as a clearinghouse of funding information for volunteer organizations throughout the State.
2. Provide assistance in developing permanent funding strategies and in obtaining permanent sources of funding.
3. Provide assistance to volunteer organizations located in the same geographical area in centralizing services provided by the individual groups. This would eliminate the duplication of services, reduce delivery costs, and conserve funds for use in other projects.
4. Contact and work with the State and National Chambers of Commerce, the Illinois Society of Association Executives and American Society of Association Executives and other appropriate business organizations.
5. Provide volunteer organizations with assistance in obtaining funding from local sources.
6. Obtain a commitment from the State to assure general revenue funding once the Federal grant from ACTION expires. This will, in turn, assure the continued life of the I/OVCP and its ability to provide assistance to all other volunteer organizations in the State of Illinois.



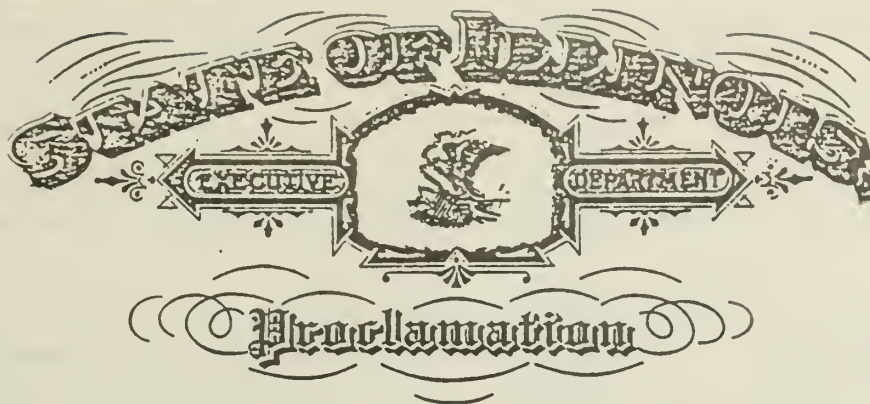
## REFUGEE AND IMMIGRATION WORKSHOP

### PROBLEMS FACED BY COMMUNITY FROM REFUGEE RESETTLEMENT:

1. Need information of responsibilities of sponsoring organizations or the potential sponsor:
  - A. need to know where to go.
  - B. financial responsibilities.
  - C. problem of refugees cannot get information either.
2. Adequate health exams are not being done.
3. Volunteers dealing with Cuban refugees are bogged down with bureaucratic red tape making it impossible to help them.
4. Not proper screening (including total lack of screening) of Cubans, therefore it is a legitimate fear of sponsoring Cubans. There is a mixture of undesirables and no means of identifying them. Suggests a local level group of American-Cubans to screen as they come into our state. However, Federal Government will not allow this at this time.
5. Translators/interpreters are needed to train refugees.
6. There is no legal obligation of a sponsor. Should be moral commitment of six months to a year for a family to become independent or self-sufficient.
7. Finding doctors and dentists who will accept Medicaid cards from refugees. Need to educate our General Assembly that they cannot pay 50% of cost of medical services.
8. Cubans are not eligible for public aid.
9. Need bilingual information literature and cards to make communication easier for such situations such as doctors and nurses.
10. Understanding cultural differences.

1. The Refugee and Immigration Committee felt the need for a resource clearinghouse that would systematically link the volunteer sponsors with available services and resources for refugee information in each of their communities throughout the state. This service would have to compile data from almost every community in the state and be publicized in such a way that all groups would be aware that such a resource bank was available.
2. Another idea of need was in advocacy for certain issues in the legislature that would make a volunteer's job easier. The two issues specifically mentioned were:
  - a) Advocacy for greater reimbursement to dentists accepting Medicaid cards so that more dentists would be willing to treat refugees.
  - b) Advocacy for a clear statement on the status of the most recent refugee groups who have arrived in the United States and seek help, but are given no government benefits.
3. There is a need on the local level to network sponsors and volunteers working for resettlement so they can help each other.
4. Refugees and former refugees need to be linked to help each other. Former Cuban refugees are needed in some instances to be screening groups to establish if those seeking resettlement do represent undesirable elements for our society.





*Throughout Illinois and the nation, volunteers give their time and talents to people and organizations that would not otherwise receive help.*

*The millions of Americans who give the gift of service are essential to our country's well-being through their participation in all areas of life—education, law enforcement, health care, religion, and the arts.*

*The week of April 20-26 has been nationally designated as a time to encourage more citizens to join in volunteer programs, evident in the theme, "Volunteers: Our Greatest Resource."*

*THEREFORE, I, James R. Thompson, Governor of the State of Illinois, proclaim April 20-26, 1980, NATIONAL VOLUNTEER WEEK in Illinois.*

*In Witness Whereof, I have herunto set my hand, and caused the Great Seal of the State of Illinois to be affixed.*



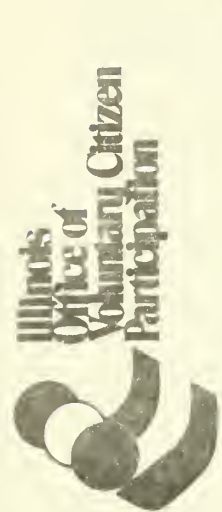
*Done at the Capitol in the City of Springfield  
this FIFTEENTH day of FEBRUARY in the  
Year of Our Lord, one thousand, nine hundred  
and EIGHTY and of the State of  
Illinois, the one hundred and SIXTY-SECOND*

*Alan J. Dixon*

SECRETARY OF STATE

*James R. Thompson*

GOVERNOR



APPENDICE I

	Training- Tech. Asst.	Clearing- house	Networking	Legislation	Funding	Special Programs	Recognition	Advocacy	Corporate Involvement	Recruitment	Data Collection & Evaluation (Research)	Accountability (Record Keeping)
	Workshops	Org. Resources	Local Government	Energy Conservation	Business Solicitation	Energy Conservation						
ENERGY CONSERVATION	Program Development	Training Materials	Linkage of Interest Groups	Tax Credits	Centralization of Services	Child Abuse					1	
	Management	Publications	Sponsors/Volunteers	Employment Policies	Techniques	Drug Abuse						
	Volunteers	Speakers/Trainers	Urban/Rural	Liability Insurance	Sources	Crime Prevention	2	1	3	2	3	3
		Info. & Referral		Mileage		Handicapped						
TRAINING AND TECH. ASST.						Elderly						
HUMAN SERVICES												
LEGISLATION												
FUNDING												
REFUGEE RESETTLEMENT												

Advisory Council	Masons
Human Services Sub-Cabinet	Moose Lodges
Area Aging Agencies	Kiwanis
Community Action	Rotary Clubs
VISTA former volunteers	Lions - Auxiliaries
Division of Services for Crippled Children	Knights of Columbus - Auxiliaries
Law Enforcement Commission	Optimists
Crime Prevention Councils	Odd Fellows & Rebekahs
Colleges	Shriners
Education Association	Jaycees - Auxiliaries
Church Groups	Zonta Clubs
sororities	Altrusa Clubs
fraternities	Sertoma Clubs
VAC's	Junior Leagues
R.S.V.P. directors	Hadassah
Red Cross	WCTU
Easter Seals	Boys' Clubs
Heart Association	Boy/Girl Scouts
United Way	YMCA/YWCA
Cancer Society	NAACP
March of Dimes	Junior Achievement
Blind Association	P.T.A.'s
Cerebral Palsy	Chambers of Commerce
Multiple Sclerosis	Business & Professional men's & women's clubs
Muscular Dystrophy	American Business Clubs
Diabetes Association	Big Brother-Big Sister Programs
Kidney Foundation	Indian Guides
Arthritis Foundation	Campfire Girls
Tuberculosis Centers	Campus Life
Downs Syndrome	American Field Service Clubs
Epilepsy Foundation	Grandmothers Clubs
Parkinson Foundation	Community Chests
Paraplegic Foundation	Eastern Star
Ostomy Association	Newcomers
Lung association	Mexican Service Clubs
Child Protection Association	Volunteers in Probation
DVR	DMH volunteer service coordinators
Developmental Centers	Misc. Service & Charity Clubs
Mental Health Centers	Guardianship & Advocacy Commission
Salvation Army	Governor's Chicago Office
Goodwill	
Community Centers	
Aid to Retarded Citizens	
Christmas Seals	
Youth Centers	
Urban Leagues	
American Assoc. of Retired Persons	
Nurses' Associations	
Hospitals & volunteer programs	
Senior Citizens Groups	
V.F.W. - Auxiliaries	
Amvets	
Disabled Veterans	
Daughters of the American Revolution	
American Legion Posts - Auxiliaries	
Elks - Auxiliaries	
Eagles - Auxiliaries	

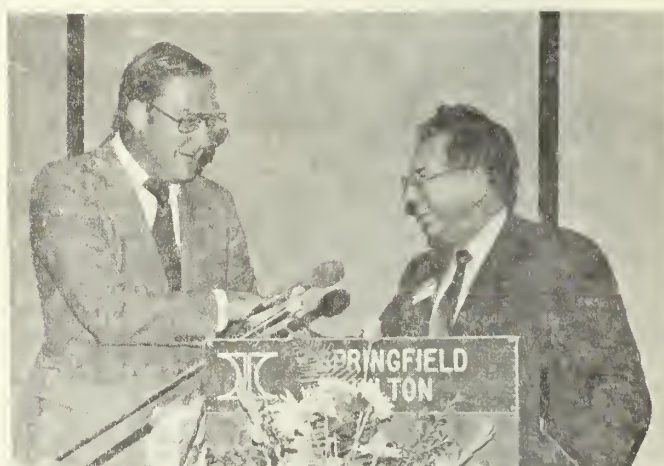


## SEPTEMBER 1980 CONFERENCE



Director Nancy C. Silvers, Governor James Thompson addressing participants during luncheon.

Governor James Thompson being presented a volunteer tee shirt by I/OVCP Advisory Council Co-Chair Robert Stuart.



Robert Spriggs, I/OVCP Advisory Council Co-Chair and Representative Josephine K. Oblinger, 50th District.

Mercedese Miller, Federal ACTION and Representative Josephine K. Oblinger.





Nancy C. Silvers, I/OVCP Director with  
Advisory Council Co-Chair Robert Stuart.



Caucus participants







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Annual report.



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